

# MISSISSIPPI DEPARTMENT of EMPLOYMENT SECURITY

## Annual Report

# FY 2022



STATE FISCAL YEAR 2022 — JULY 1, 2021 THROUGH JUNE 30, 2022



## MISSISSIPPI DEPARTMENT *of* EMPLOYMENT SECURITY

OFFICE OF THE GOVERNOR

On behalf of the Mississippi Department of Employment Security (MDES), it is a pleasure to submit the MDES Annual Report for Fiscal Year 2022.

This report highlights the programs and services that the agency provided to all Mississippians who needed a job, wished to advance their careers, and employers who wanted to hire qualified candidates.

Our mission of “Helping Mississippians Get Jobs” is a driving force in our commitment to serving the people of Mississippi. We received over 238,000 job orders and serviced over 350,000 job openings. The Governor’s Job Fair Network held 31 job fairs across the state, assisting over 600 employers and organizations. An additional 750 job fairs were held at WIN Job Centers, connecting employers to qualified job seekers.

Our WIOA Hub continues to ensure that every Mississippian is connected to all services that they need to find a job. Last year, over 241,000 individuals were served by WIOA partners. We saw a 31% increase in the number of apprenticeships in Mississippi. Our Rapid Response team helped over 800 employees that were affected by layoffs or closures.

Our state’s unemployment rate remains low. Our team is committed to serving those with claims, as well as verifying claim eligibility and recovering overpayments.

All the programs and services delivered within our WIN Job Centers, through our WIOA partnerships, and through our advanced technology systems are designed to provide Mississippi employers with the tools necessary to find and hire skilled workers or to prepare individuals to enter the workforce.

Our successes and services are featured in this annual report. We are excited to continue serving the people of Mississippi and expand on the progress that we made during the past year. We look forward to the opportunities ahead of us and the commitment to “Helping Mississippians Get Jobs.”

Sincerely,

Robin Stewart

Interim Executive Director

# MISSISSIPPI DEPARTMENT *of* EMPLOYMENT SECURITY

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# EXECUTIVE SUMMARY

This fiscal year (FY) 2022 annual report highlights the Mississippi Department of Employment Security's strategies to help Mississippians find work, advance their careers, and provide employment assistance when needed. **The commitment to our mission from our agency staff has helped us continue our mission of "Helping Mississippians Get Jobs."**

The following is a summary of this commitment and what to expect in our report.

Our **Office of Workforce Services and Programs** worked with our partners and staff through our local **WIN Job Centers** to serve Mississippians with employment assistance. MDES provided 15,382 E-Verify services from July 1, 2021, through June 30, 2022. We received 238,598 job orders and 350,762 job openings as part of the Wagner-Peyser Employment Service Program.

The **Governor's Job Fair Network** returned to in-person job fairs. There were 31 Governor's Job Fair events during the fiscal year, and 603 employers and organizations were served. In addition to the Governor's Job Fair Network events, 750 job fairs were held at WIN Job Centers across the state.

The **Workforce Innovation and Opportunity Act (WIOA)** and core partners continued its use of the "WIOA Hub." The Hub ensures that Mississippians are connected to all services that they need to connect to a job. For program year 2021, 241,333 individuals were served by WIOA partners through the Hub. The most common service provided by MDES was

reaching out to participants by email, phone, or a mailed letter about a good job opportunity. MDES did this 576,640 times.

The **Mississippi Apprenticeship Program** works with community college and industry partners across the state to strengthen the workforce and provide more opportunities. There were 3,953 total apprentices in Mississippi, a 31% increase over last year.

**Rapid Response (RR)** exists to help laid-off workers quickly transition to new employment. During FY 2022, the Rapid Response team provided services to 844 employees and 11 businesses that were affected by layoffs or closures.

The **Office of Reemployment Assistance** Benefits Department is charged with determining the eligibility of non-monetary investigations. During FY 2022, the office completed 57,759 timely investigations and 48,124 timely adjudications. MDES processed 75,814 claims for unemployment insurance during FY 2022.

The **MDES Office of Technology Support and Innovation (OTSI)** increased its Microsoft Secure Score from 27 to 67 over the past 12 months. OTSI implemented several services to help secure the network, including mandatory monthly security awareness training for MDES staff and contractors.

The **Training and Strategic Projects** department continues to expand training opportunities to staff. There have been 18 courses created through a learning management system (LMS). This includes 135 lessons and over 500 activities.

We provided **labor market information** to our job seekers and employers to help them understand the current employment situation in the state. MDES received and addressed 22,945 requests for information.

**MDES is proud of our FY 2022 year of services and looks forward to serving the state of Mississippi in the future.**



**Amory**  
662-256-2618 and  
662-256-5617  
1619 Highland Drive  
P.O. Box 415  
Amory, MS 38821-0415

**Attala County**  
662-289-2535  
254 Hwy 12 West  
Kosciusko, MS 39090

**Batesville**  
662-360-1236  
325 Lakewood Drive  
Batesville, MS 38606

**Brookhaven**  
601-833-3511  
545 Brookway Blvd.  
P.O. Box 790  
Brookhaven, MS 39602-0790

**Calhoun County**  
662-412-3170  
237 S. Murphree Street  
Pittsboro, MS 38951

**Carthage**  
601-267-9282  
202 C.O. Brooks St.  
Carthage, MS 39051-4262

**Choctaw, MS**  
601-663-7722  
266 Industrial Road  
Choctaw, MS 39350

**Clarksdale**  
662-624-9001  
236 Sharkey Ave., 3rd floor  
Federal Building  
P.O. Box 640  
Clarksdale, MS 38614-0640

**Cleveland**  
662-843-2704  
119 N. Commerce Ave.  
P.O. Box 1750  
Cleveland, MS 38732-1750

**Columbia**  
601-736-2628  
1111 US Hwy 98  
Columbia, MS 39429-3701

**The Communiversity**  
662-243-1751  
7003 South Frontage Road  
Columbus, MS 39701

**Corinth**  
662-696-2336  
2759 S. Harper Road  
Corinth, MS 38834-2050

**DeSoto County**  
662-280-6218  
NWCC DeSoto Campus  
WIN Job Center Room # 300-L  
5197 W. E. Ross Parkway  
Southaven, MS 38671

**Forest**  
601-469-2851  
536 Deer Field Drive  
Forest, MS 39074-6005

**Greenville**  
662-332-8101  
Delta Plaza Shopping Center  
800 Martin Luther King Blvd.,  
Suite C54  
P.O. Box 5279  
Greenville, MS 38704-5279

**Greenwood**  
662-459-4600  
812 W. Park Ave.  
P.O. Box 554  
Greenwood, MS 38935-0554

**Grenada**  
662-226-2911  
1229-A Sunset Drive  
Grenada, MS 38901

**Gulfport**  
228-897-6900  
10162 Southpark Drive  
P.O. Box 2849  
Gulfport, MS 39505-2849

**Hancock County**  
228-466-5425  
856 Hwy 90 Suite D  
Bay St Louis, MS 39520

**Hattiesburg**  
601-584-1202  
1911 Arcadia Street  
Hattiesburg, MS 39401-5428

**Houston**  
662-407-1219  
210 S. Monroe St.  
Houston, MS 38851

**Indianola**  
662-887-2502  
226 N. Martin Luther King Drive  
P.O. Box 963  
Indianola, MS 38751-0963

**Iuka**  
662-423-9231  
1107 Maria Lane  
Iuka, MS 38852-1120

**Jackson**  
601-321-7931  
5959 I-55 N, Frontage Road,  
Suite C  
Jackson, MS 39213

**Laurel**  
601-399-4000  
2139 Hwy 15 N, Suite D  
Laurel, MS 39440

**Lexington**  
662-834-2426  
303 Yazoo Street  
Lexington, MS 39095

**Louisville**  
662-773-5051  
790 N. Court Ave.  
Louisville, MS 39339-2059

**Madison County**  
601-407-2457  
167 Orchard Lane North,  
Madison, MS 39110

**Marshall County Workforce Training Center**  
662-851-4190, 662-851-4191,  
& 662-851-4192  
4700 Cayce Road  
Byhalia, MS 38611

**McComb**  
601-684-4421  
1400-A Harrison Avenue  
P.O. Box 1306  
McComb, MS 39648

**Meridian**  
601-553-9511  
2000 Highway 19 N  
Meridian, MS 39307-4906

**Natchez**  
601-442-0243  
107 Colonel John  
Pitchford Parkway  
P.O. Box 810  
Natchez, MS 39121-0810

**New Albany**  
662-692-1502  
301 North St.  
New Albany, MS 38652

**Oxford**  
662-236-7201  
1310 Belk Blvd.  
Oxford, MS 38655

**Pascagoula**  
228-762-4713  
1604 Denny Ave.  
P.O. Box 1058  
Pascagoula, MS 39568-1058

**Pearl**  
601-936-1903  
3805 Highway 80 East  
Pearl, MS 39208-4295

**Philadelphia**  
601-389-3431  
1016 Saxon Airport Road  
Philadelphia, MS 39350

**Picayune**  
601-798-3472  
2005 Wildwood Road  
Picayune, MS 39466

**Pontotoc**  
662-407-1226  
316 Coffee Street  
Pontotoc, MS 38863

**Tate County**  
662-562-3351  
NW Community College  
4975 Highway 51 N  
Senatobia, MS 38668

**Tupelo**  
662-842-4371 and  
662-407-1213  
3200 Adams Farm Road,  
Suite 4  
Belden, MS 38826

**Vicksburg**  
601-619-2841  
755 Hwy 27 S.  
Vicksburg, MS 39180

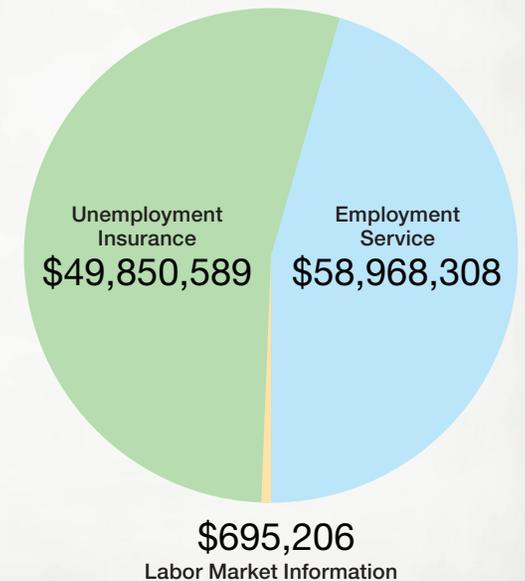
# FUNDING AND EXPENDITURES

## Total Expenditures by Program

Program	Personal Service	Travel	Contractual Service	Commodities	Capital Outlay other than equipment	Capital Outlay Equipment	Vehicles	Subsidies, Loans, and Grants	Total Expenditure
Employment Service	\$10,460,009	\$145,682	\$8,441,157	\$209,401	\$0	\$121,627	\$0	\$39,590,432	\$58,968,308
Labor Market Information	\$580,401	\$178	\$110,329	\$2,795	\$0	\$236	\$0	\$1,267	\$695,206
Unemployment Insurance	\$18,927,411	\$86,180	\$28,555,865	\$301,958	\$0	\$185,651	\$0	\$1,793,524	\$49,850,589
<b>TOTAL</b>	<b>\$29,967,821</b>	<b>\$232,040</b>	<b>\$37,107,351</b>	<b>\$514,154</b>	<b>\$0</b>	<b>\$307,514</b>	<b>\$0</b>	<b>\$41,385,223</b>	<b>\$109,514,103</b>

## Source of Funding by Program

Program	Federal	State	Other	Total
Employment Service	\$54,009,110	\$1,400,000	\$3,559,198	\$58,968,308
Labor Market Information	\$695,206	\$0	\$0	\$695,206
Unemployment Insurance	\$38,156,795	\$0	\$11,693,794	\$49,850,589
<b>TOTAL</b>	<b>\$92,861,111</b>	<b>\$1,400,000</b>	<b>\$15,252,992</b>	<b>\$109,514,103</b>



# EMPLOYMENT SERVICES

## Performance Information

The following tables show attainment rates on each performance measure for the state as a whole. Each year, Mississippi negotiates attainment rates on each common performance measure with the U.S. Department of Labor. All of the data in Mississippi's WIOA performance reports is uniformly reported and validated in accordance with federal requirements.



### MISSISSIPPI STATEWIDE PERFORMANCE

STATEWIDE REPORTED INFORMATION	DOL GOALS	ACTUAL LEVEL
Adult Employment Rate 2nd Quarter After Exit	82.0%	87.8%
Adult Employment Rate 4th Quarter After Exit	78.0%	86.3%
Adult Median Earnings 2nd Quarter After Exit	\$5,600	\$7,362
Adult Credential Attainment Rate 4th Quarter After Exit	55.0%	63.1%
Adult Measurable Skill Gain	51.0%	59.9%
Dislocated Worker Employment Rate 2nd Quarter After Exit	75.0%	74.8%
Dislocated Worker Employment Rate 4th Quarter After Exit	67.5%	75.1%
Dislocated Worker Median Earnings 2nd Quarter After Exit	\$5,400	\$6,315
Dislocated Worker Credential Attainment Rate 4th Quarter After Exit	53.0%	61.6%
Dislocated Worker Measurable Skill Gain	46.0%	58.1%
Youth Employment Rate 2nd Quarter After Exit	76.0%	82.9%
Youth Employment Rate 4th Quarter After Exit	73.0%	80.2%
Youth Credential Attainment Rate 4th Quarter After Exit	72.0%	82.8%
Youth Measurable Skill Gain	48.0%	76.6%
Youth Median Earnings 2nd Quarter After Exit	\$2,700	\$3,242
Wagner Peyser Employment Rate 2nd Quarter After Exit	66.0%	75.5%
Wagner Peyser Employment Rate 4th Quarter After Exit	66.0%	73.2%
Wagner Peyser Median Earnings 2nd Quarter After Exit	\$4,050	\$5,537

# Workforce Services and Programs

**238,598**

JOB ORDERS RECEIVED

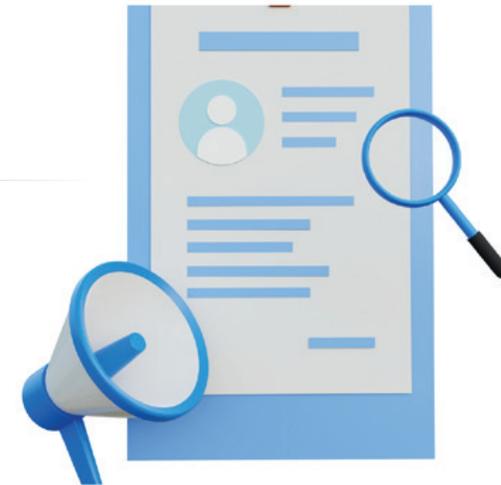
**350,762**

JOB OPENINGS RECEIVED

## Wagner Peyser

The Wagner-Peyser Employment Service program focuses on providing a variety of services, including job search assistance, help getting a job referral and placement assistance for job seekers.

For the period of July 1, 2021, through June 30, 2022, MDES received **238,598** job orders with a total of **350,762** openings.



**6,999**

RESEA COUNSELING  
SESSIONS COMPLETED

## Reemployment Services and Eligibility Assessment (RESEA)

The Reemployment Services and Eligibility Assessment (RESEA) initiative in Mississippi is to provide intensive career services to reconnect Unemployment Insurance beneficiaries with work as quickly as possible. RESEA participants receive up to three one-on-one assessments and career counseling sessions.

Each session assists the participant by providing labor market information, job matching, skills gap analysis, and soft skills training. RESEA participants are also contacted by staff and given encouragement, practical job search tips, targeted work search assistance, and job referrals.

Virtual RESEA appointments were implemented on June 13, 2022, to aid underserved areas of the state. MDES completed **6,999** counseling sessions from July 1, 2021, through June 30, 2022.



**15,382**

E-VERIFY SERVICES  
TO EMPLOYERS

## E-Verify

The Mississippi Legislature, in the 2008 Legislative session, passed the *Mississippi Employment Protection Act*. This act requires employers to participate in the Department of Homeland Security E-Verify program. Part of the legislation provides a mechanism to make the verification process easier for employers by using the services offered by the Mississippi Department of Employment Security (MDES). A total of **15,382** E-Verify services were provided to employers from July 1, 2021, through June 30, 2022.



**734**  
FOREIGN LABOR HOUSING  
INSPECTIONS CONDUCTED

**1,102**  
H2-A JOB LISTINGS

### Agricultural Worker Programs

Mississippi Department of Employment Security manages the Migrant Seasonal Farm Worker (MSFW) and H-2A Temporary Agricultural Labor Certification Program. MDES supports the H-2A program by referring U.S. farm workers to farmers when they advertise farm worker jobs in the state. The MSFW program provides outreach and basic labor exchange services to those who are identified as migrant or seasonal farm workers. The H-2A program helps employers recruit temporary visa workers when qualified U.S. workers are not available.

H-2A regulations state that participating employers are required to test a water well attached to provided H-2A housing and to provide to MDES the test results before certifying eligibility. MDES successfully certified 48 employer’s housing locations with wells.



The H-2A continues to see exponential growth. Forty-eight new employers were registered from July 2021 through June of 2022.

### Job Fair Events

Mississippi Department of Employment Security (MDES) operates the Governor’s Job Fair Network. The Governor’s Job Fair Network is a series of community sponsored, one day events which bring together a diverse group of employers that are actively looking for employees. MDES works in partnership with other agencies and organizations to host each event. There were **31** Governor’s Job Fair events from July 1, 2021, through June 30, 2022; and **603** employers/organizations were served.

In addition to the Governor’s Job Fair Network events, **750** job fairs were held at the WIN Job Centers statewide for individual employers during the same time frame.

In the fall of 2021, the Mississippi Department of Employment Security began requiring that claimants currently receiving Reemployment Assistance benefits, which reside within a commutable distance of a Governor’s Job Fair Network event, attend as part of their work search requirement. This initiative has been successful in ensuring claimants are utilizing every resource to return to the workforce.



**781**  
JOB FAIR EVENTS

**\$35,000**  
 FIDELITY BONDING PROGRAM  
 STATE TOTAL FOR FY 2022

### Fidelity Bonding Program

The Fidelity Bonding Program serves as an incentive to employers to hire applicants involved in the criminal justice system, including ex-offenders recovering from opioid and other drug addictions. The program informs employers about the knowledge, skills, and abilities of this population and assists in advancing strategies to address the barriers to reemployment.

The Fidelity Bonding Program issued 7 bonds to 3 employers that hired 3 people in the state totaling **\$35,000** from July 1, 2021, through June 30, 2022.



**40,002**  
 WOTC APPLICATIONS CERTIFIED  
**\$99,226,800**  
 TAX CREDITS TO EMPLOYERS

### Work Opportunity Tax Credit (WOTC)

The Work Opportunity Tax Credit (WOTC) is a federal tax credit to employers for hiring individuals from certain targeted groups who have consistently faced significant barriers to employment. For the period of July 1, 2020, through June 30, 2021, **40,002** WOTC applications were certified with potential tax credits to employer's totaling **\$99,226,800.00**.

**224**  
 VETERANS SERVED  
 UNDER THE JVSG  
**98.2%**  
 GIVEN INDIVIDUALIZED  
 CAREER SERVICES

### Services to Veterans

The Jobs for Veterans State Grant (JVSG) Program is fully integrated as an essential part of the WIN Job Center network. Between July 1, 2021, and June 30, 2022, there were **224** veterans served under the JVSG program. Of these, **98.2%** of veterans served were given individualized career services. Veterans in case management face a variety of employment barriers, including homelessness, low-income, disability, and justice-involvement. Numerous justice-involved veterans in case management participate in Mississippi Veterans Treatment Courts across the state. The Annual Veterans Workforce Coalition event was conducted in Jackson at the Mississippi Trade Mart, connecting JVSG staff with employers, Veteran resource organizations, and Veteran-friendly employers from across the state. Work for Warriors Mississippi worked in conjunction with JVSG staff to coordinate 10 in-person and virtual hiring events.



## Workforce Services and Programs Success Stories

**Lauren Hatcher visited the Brookhaven WIN Job Center in September 2021.**

**She was unemployed due to a recent relocation and requested assistance with finding employment in the area.**

Ms. Hatcher came in with a plan to find a career position in the accounting field. The challenge was that she had the educational background but minimal work experience in a field that typically required extensive, relatable work history for career positions.

Staff with the Brookhaven WIN Job Center assisted Lauren in creating her MS Works profile, and she was enrolled in Workforce Innovation and Opportunity Act (WIOA) Career Services with an Individual Employment Plan (IEP) focusing on reaching her goal of obtaining a career accounting position. Reaching this goal would eliminate her economic disadvantage barriers. Staff showed Lauren how to search for jobs on the Mississippi Department of Employment Security (MDES) website through self-service and assured her that staff would look for jobs on her behalf as well.

Around this time, SDT Solutions reached out to the Brookhaven WIN Job Center to inform the manager that the company needed a Staff Accountant and wanted

to add the position under their WIOA On-the-Job (OJT) agreement. SDT Solutions posted the opening for a Staff Accountant with the Brookhaven WIN Job Center and a conversation was held between the employer and job center manager regarding Lauren Hatcher. SDT Solutions agreed to review Lauren's application and instructed the manager to have Lauren apply. After reviewing Lauren's application, SDT Solutions felt she was a good candidate to be placed in training and called her in for an interview.

Lauren Hatcher was hired by SDT Solutions for the Staff Accountant position, which allowed her to reach her goal of obtaining a career accounting position while also allowing her to overcome her barriers to employment. Her starting salary was \$62,000. Lauren completed the WIOA On-the-Job Training program and was retained by SDT Solutions. She is still employed with the company as their Staff Accountant.



**Specialist Miguel A Melendez Ramos was new to MDES employment services.**

**He immediately needed employment and was willing to take on any role.**

Mr. Ramos came into the Pascagoula WIN Job Center on June 14, 2022. After meeting intake staff and filling out the military attestation form, he was then directed to the WIN Job Center's Disabled Veterans Outreach Program Specialist (DVOP), Christopher Kaster. They immediately commenced an assessment of his capabilities and developed an aggressive individual employment plan (IEP) to meet or exceed his goals for employment. Mr. Ramos had a lot of transferrable skills that extended from his military career and past employment.

While working with his DVOP specialist, he received information about the local job market, assistance in rebuilding his resume and completing applications to be forwarded to potential employers. He was encouraged to do intensive job searches and apply for positions to maximize his potential employment opportunities.

The DVOP specialist referred him to a position with Ingalls Shipbuilding.

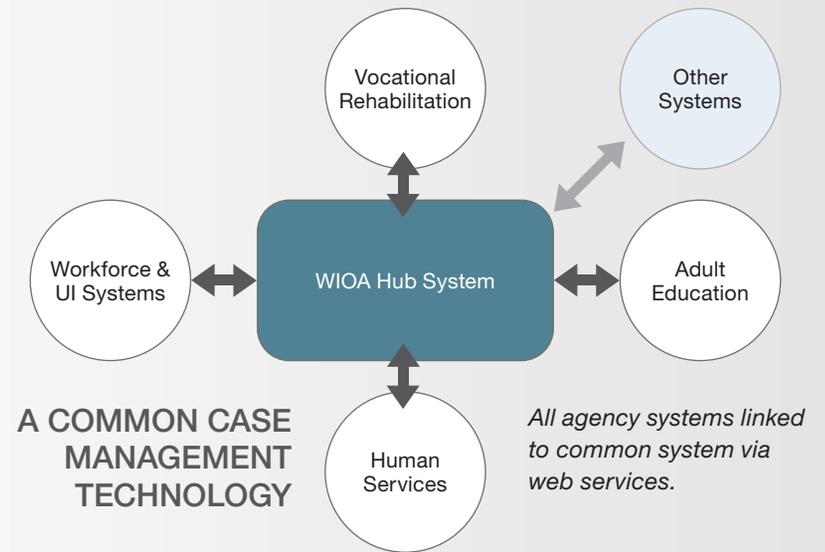
They used several search engines outside MDES to make sure he was aware of employers that may not have taken advantage of our services. Mr. Ramos perseverance, enthusiasm, and drive were vital. He followed the plan developed with his DVOP specialist to the letter and applied for many positions from his job searches. Within a few days, he was hired as an electrician at Ingalls at a starting salary of \$24 per hour. Mr. Ramos came in to see the DVOP specialist as soon as he was notified of his hire. He was happy with the services that MDES provided and still wants to keep following his IEP to advance his career in the future.



## Workforce Innovation and Opportunity Act (WIOA)

# WIOA Hub

Mississippi designed and developed a data system called the WIOA Hub to assist individuals across the WIOA partner agencies. A key goal of WIOA is to ensure that a Mississippian is connected to all services they need to connect to a job. Services from Mississippi’s WIOA partners help remove barriers to work such as childcare needs, lack of transportation, lack of a high-school diploma, help searching for a job, or help to overcome a disability. The Hub allows agencies to work together to ensure that customers get connected to the mixture of services they need to succeed. A key activity of WIOA implementation in Mississippi was creating a comprehensive dictionary of all the services provided by WIOA partners.

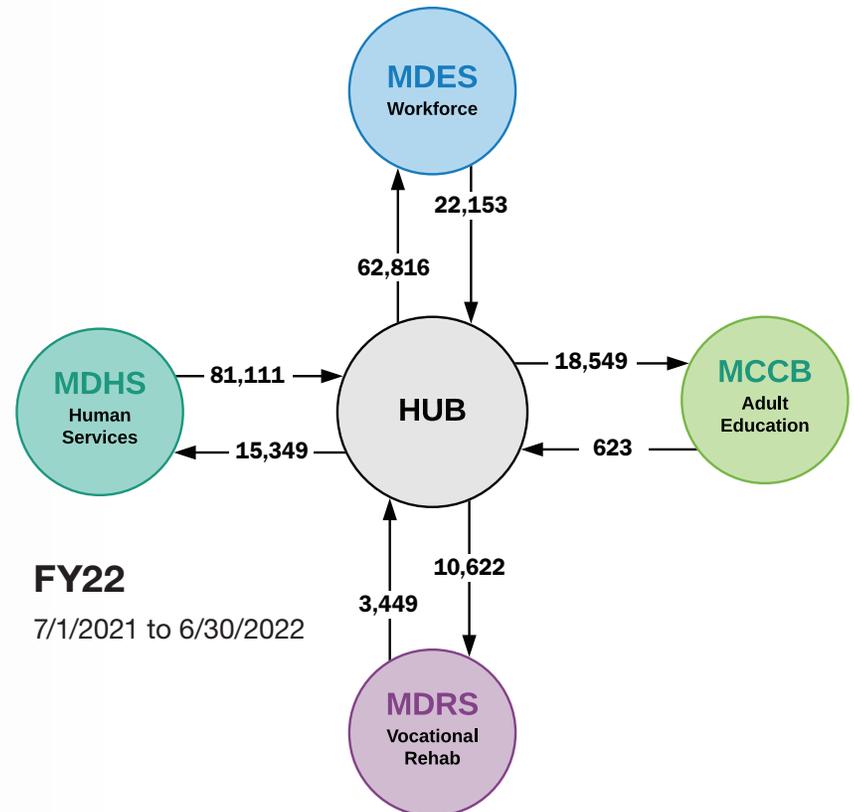


## Services Provided

For fiscal year 2022 (7/1/2021 to 6/30/2022), **241,333** individuals served by WIOA partners through the interagency WIOA Hub received over **850,188** services, encompassing **288** distinct kinds of services. These services include transportation services, job placement assistance, career planning and counseling, on-the-job training, work experiences, household cash assistance, and the purchase of assistive technologies for those individuals with disabilities. The most common service provided by MDES was reaching out to WIOA participants by email, phone, or a mailed letter with information about a good job opportunity—in fact, MDES did this **576,640** times!

## Referrals

The Hub plays a key role in allowing agencies to refer customers electronically, with the goal that no one falls through procedural cracks. The Hub is like a post office and every participating WIOA partner agency can use their own systems (mailboxes) to send and receive referrals to each other.



# Mississippi Apprenticeship Program (MAP)



The Mississippi Apprenticeship Program (MAP) works with community college and industry partners across the state to strengthen the workforce and provide more opportunities for Mississippians to participate in apprenticeship programs. These programs represent a variety of fields such as manufacturing, transportation and logistics, energy and utilities, banking and finance, and more, that enable our state's residents to earn a living wage while learning a new skill that could lead to a meaningful career.

As a part of these efforts, MAP works to ensure people of diverse backgrounds learn about and take advantage of these programs across the state. We want to attract more businesses, industry, and community college partners to apprenticeship so that, regardless of their backgrounds, Mississippians have a chance to earn a family-sustaining wage. At the same time, they learn a new trade or profession.



**3,953**  
Total Apprentices  
in Mississippi  
As of June 30, 2022



**294**  
VETERANS are enrolled  
in apprenticeship  
programs in Mississippi  
As of June 30, 2022



**721**  
WOMEN are work-  
ing as apprentices  
in Mississippi  
As of June 30, 2022



0% 10% 20% 30% 40% 50% 60% 70% 80% 90% 100%  
**61.50%**  
of apprentices in Mississippi  
are PEOPLE OF COLOR  
As of June 30, 2022

# Rapid Response

**Rapid Response is a primary gateway to the workforce system for both dislocated workers and employers and is a component of a demand-driven system.**



The Central purpose of Rapid Response is to help laid-off workers quickly transition to new employment. Rapid Response acts as both a provider of direct reemployment services and as a facilitator of additional services and resources.

Rapid Response on-site meetings will introduce many programs and their representatives partners such as MDES, local community colleges, and the local workforce development area, who often have access to additional resources and can provide customized services.

Rapid Response is pro-active, business-focused, and flexibly designed to accommodate any work schedules and assist company leadership and affected workers. The team provides information about retraining, job opportunities, filing for unemployment insurance benefits, and other local, state, and federal services.

Since COVID-19 restrictions have lifted, we have reverted to on-site visits at the employers' request because employees prefer the face-to-face exchange of information.

During FY22, the RR team provided services to

**844** AND **11**  
EMPLOYEES BUSINESSSES

that were affected by layoffs or closures.

**Culpepper & Associates Security Services, Inc. expressed gratitude toward the Rapid Response Team for conducting an on-site Rapid Response event. Company representative Angela Fuller said it was very much appreciated by the employees and most of their questions were addressed during the event.**

# Reemployment Assistance

## Benefits Department

The Benefits Department is charged with determining eligibility of non-monetary investigations, where the main objectives are making timely and quality decisions in according with Department of Labor guidelines.

For the period of July 1, 2021, through June 30, 2022, the Benefits Department completed **57,759** timely investigations and **48,124** timely adjudications.

The Benefits Department is also responsible for processing Federal, Military, and Combined Wage Claims; as well as processing statement of charges for employers and conducting work search audits.

The workload in the Benefits Department has remained steady. Overall, we continue our increase efforts with training and system enhancements to advance and improve our processes.



**57,759**  
TIMELY INVESTIGATIONS &  
**48,124**  
TIMELY ADJUDICATIONS  
July 1, 2021 - June 30, 2022

## Self-Employment Assistance Program (SEAP)

Mississippi has reestablished the SEAP, which is also housed within the Benefits Department. This is a voluntary program designed for unemployment individuals who are interested in starting their own business. Eligible claimants who meet certain criteria, and are likely to exhaust regular UI benefits before returning to work, may qualify for this program.

With SEAP, work-search requirements for weekly certification are waived while working on self-employment activities. When eligible participants earn money from their business, those earnings are not deducted from their weekly benefit payment. MDES will work through partnerships with external resources such as governmental organizations and businesses in order to provide additional resources. Those resources include, entrepreneurial training, business counseling, and technical support for approved claimants.

The goal is to offer unemployed individuals the opportunity to focus on the development of a business venture that may lead to a new business in the state, which hopefully may create the need for hiring other Mississippians.





## Detect Benefit Overpayments (Inadequate Work Search)

Inadequate work search issues have historically resulted in a significant number of benefit overpayments. Our ongoing efforts to minimize these improper payments resulted in a fundamental redesign of the work search audit process. Historically, MDES would schedule the work search after the payment has been processed. Audits resulting in an inadequate work search disqualification would result in an overpayment. Our new process schedules the work search audit prior to the payment being issued. If the audit is deemed unsatisfactory, the week is denied prior to payment, thereby eliminating the need for an overpayment.

## UI Program Integrity

MDES utilizes specific strategies such as National Association of State Workforce Agencies (NASWA) fraud alerts, internal fraud reports and new hire functionality to prevent and reduce improper payments. Overpayment collection activities include tax offsets, garnishments, voluntary repayments, collection warrants, and payment offsets. MDES also works closely with various financial institutions to recover unemployment funds.

Identity verification has been a major focus of MDES, resulting in various processes including ID.me verification of all UI claimants, incarceration cross match, Department of Motor Vehicle cross match, Social Security Administration cross match and the implementation of RestartMS functionality. ReStartMS was designed to provide employers with information on employees filing for unemployment insurance benefits. Utilizing this system aids in the prevention of improper unemployment payments and assists in reemployment efforts.

MDES uses the Integrity Data Hub as a tool to detect identity theft or fraudulent claims in multiple states. MDES also participates in monthly meetings with NASWA and other states, discussing and increasing knowledge about prevention, detection and recovery of improper payments, and fraudulent claim activities.



## Employer Tax Rates

MDES continues to work with the legislature and the Governor's office to ensure that employers do not bear an undue burden related to the COVID-19 pandemic. One legislative action ensured that all charges made to a rated employer's account between March 8, 2020, and December 31, 2020, would not impact an employer's individual experience rate for years 2021, 2022, 2023, and 2024. During 2022, employer rates were again positively impacted through legislative action to protect employers from COVID-19 pandemic impacts.

This action led the general experience rate for the 2022 rate year to be zero.

# UNEMPLOYMENT INSURANCE

## Performance Information

### Core Measures

UI Core Measures	DOL Acceptable Level of Performance	MDES Performance Qtr ending 9/2021	MDES Performance Qtr ending 12/2021	MDES Performance Qtr ending 3/2022	MDES Performance Qtr ending 6/2022
First Payment Promptness	87%	64.9%	65.1%	77.3%	87.2%
Nonmonetary Determinations Time Lapse	80%	75.5%	91%	79%	93.1%
Nonmonetary Separation Quality	75%	70.8%	85.7%	76.6%	83%
Nonmonetary Nonseparation Quality	75%	84.3%	86.3%	94%	87.5%
New Employer Status Determination Time Lapse	70%	83.9%	84.9%	81.3%	87.4%
Lower Authority Appeals Quality	80%	80%	87.2%	100%	80%
Average Age of Pending Lower Authority Appeals, in days	<30	138.6	76.3	24	19.7
Average Age of Pending Higher Authority Appeals, in days	<40	6.7	5.5	8.3	5.5

### Unemployment Insurance Performs Core Measures Acceptable Performance Guidelines

#### BENEFITS MEASURES

#### Acceptable Levels of Performance

<p><b>First Payment Promptness:</b> % of all 1st payments made within 14/21 days after the week ending date of the first compensable week in the benefit year (excludes Workshare, episodic claims such as DUA, and retroactive payments for a compensable waiting period.)</p>	>87%
<p><b>Nonmonetary Determination Time Lapse:</b> % of Nonmonetary Determinations (Separations and Nonseparations) made within 21 days of the date of detection of any nonmonetary issue that had the potential to affect the claimant's benefit rights.</p>	>80%
<p><b>Nonmonetary Determination Quality - Nonseparations:</b> % of Nonseparation Determinations with Quality Scores equal to or greater than 95 points, based on the evaluation results of quarterly samples selected from the universe of nonseparation determinations.</p>	>75%
<p><b>Nonmonetary Determination Quality - Separations:</b> % of Separation Determinations with Quality Scores equal to or greater than 95 points, based on the evaluation results of quarterly samples selected from the universe of separation determinations.</p>	>75%

OVERPAYMENT MEASURE

Acceptable Levels of Performance

<p><b>Detection of Overpayments:</b> % of detectable, recoverable overpayments estimated by the Benefit Accuracy Measurement survey that were established for recovery.</p>	<p>≥50% and &lt;95% of detectable/ recoverable overpayments are established for recovery</p>
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APPEALS MEASURES

Acceptable Levels of Performance

<p><b>Average Age of Pending Lower Authority Appeals:</b> The sum of the ages, in days from filing, of all pending Lower Authority Appeals divided by the number of Lower Authority Appeals.</p>	<p>&lt;30 Days</p>
<p><b>Average Age of Pending Higher Authority Appeals:</b> The sum of the ages, in days from filing, of all pending Higher Authority Appeals divided by the number of Higher Authority Appeals.</p>	<p>&lt;40 Days</p>
<p><b>Lower Authority Appeals Quality:</b> % of Lower Authority Appeals with Quality Scores equal to or greater than 85% of potential points, based on the evaluation results of quarterly samples selected from the universe of lower authority benefit appeal hearings.</p>	<p>&gt;80%</p>

TAX MEASURES

Acceptable Levels of Performance

<p><b>New Employer Status Determinations Time Lapse:</b> % of New Employer Status Determinations made within 90 days of the last day in the quarter in which the business became liable.</p>	<p>&gt;70%</p>
<p><b>Tax Quality:</b> Tax Performance System (TPS) assessment of the accuracy and completeness of the tax program determined by scoring, on a pass/fail basis, samples of the 13 tax functions.</p>	<p>No more than three tax functions failing TPS in any year</p>
	<p>No single tax function failing for three consecutive years</p>

## REEMPLOYMENT MEASURE

## Acceptable Levels of Performance

<p><b>Facilitate Reemployment:</b> % of UI claimants who are reemployed within the quarter following the quarter in which they received their first UI payment.</p>	<p>Discontinued in FY 2020</p>
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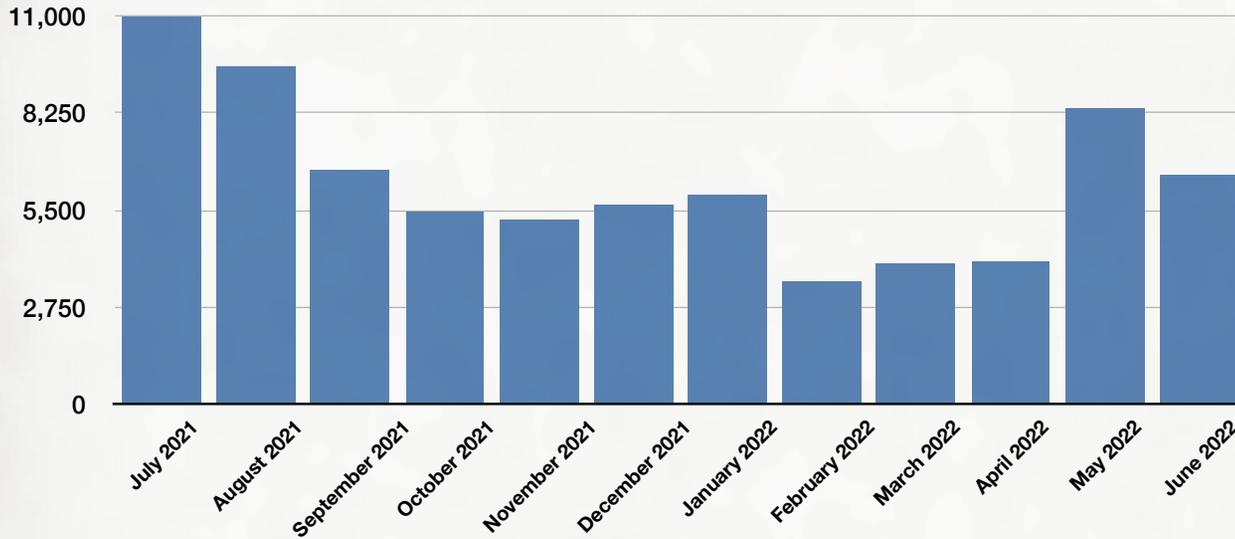
## SECRETARY STANDARDS IN REGULATION

## Performance Criteria

<p><b>First Payment Promptness:</b> % of Intrastate UI 1st Payments (full weeks only) made within 14/21 days after the week ending date of the first compensable week in the benefit year.</p>	<p>&gt;87%</p>
<p><b>First Payment Promptness:</b> % of Intrastate UI 1st Payments (full weeks only) made within 35 days after the week ending date of the first compensable week in the benefit year.</p>	<p>&gt;93%</p>
<p><b>First Payment Promptness:</b> % of Interstate UI 1st Payments (full weeks only) made within 14/21 days after the week ending date of the first compensable week in the benefit year.</p>	<p>&gt;70%</p>
<p><b>First Payment Promptness:</b> % of Interstate UI 1st Payments (full weeks only) made within 35 days after the week ending date of the first compensable week in the benefit year.</p>	<p>&gt;78%</p>
<p><b>Lower Authority Appeals:</b> % of Lower Authority Appeals decided within 30 days of filing.</p>	<p>&gt;60%</p>
<p>% of Lower Authority Appeals decided within 45 days of filing.</p>	<p>&gt;80%</p>

# Unemployment Claims

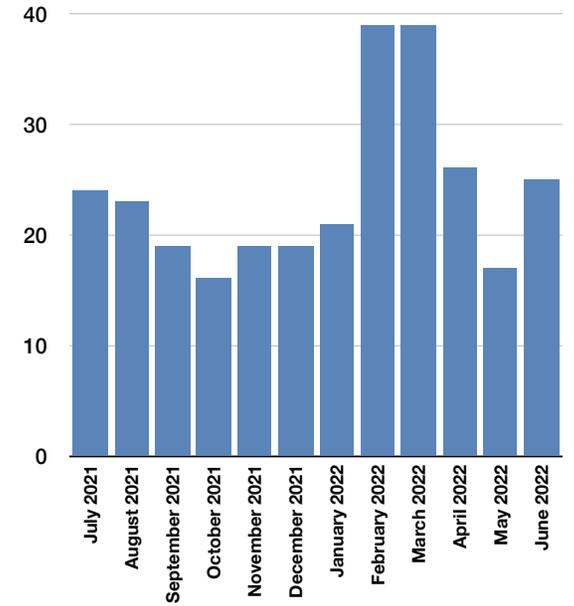
## Regular UI Claims Filed



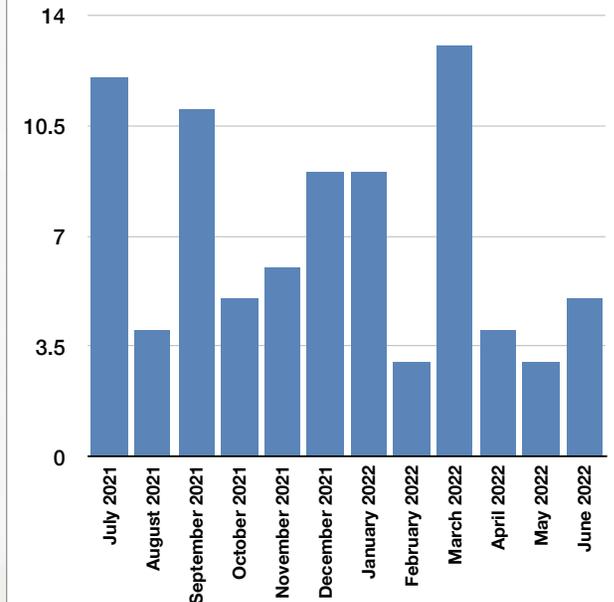
Month	Unemployment Compensation for Federal Employees (UCFE)	Unemployment Compensation for Ex-service members (UCX)	Regular UI Claims Filed
July 21	24	12	10,980
August 21	23	4	9,575
September 21	19	11	6,627
October 21	16	5	5,469
November 21	19	6	5,200
December 21	19	9	5,640
January 22	21	9	5,938
February 22	39	3	3,462
March 22	39	13	4,005
April 22	26	4	4,051
May 22	17	3	8,346
June 22	25	5	6,521
<b>Total</b>	<b>287</b>	<b>84</b>	<b>75,814</b>

Source ETA, 5159 - Claims and Payment Activities, Section A: Claims Activities

## UI Compensation for Federal Employees (UCFE)

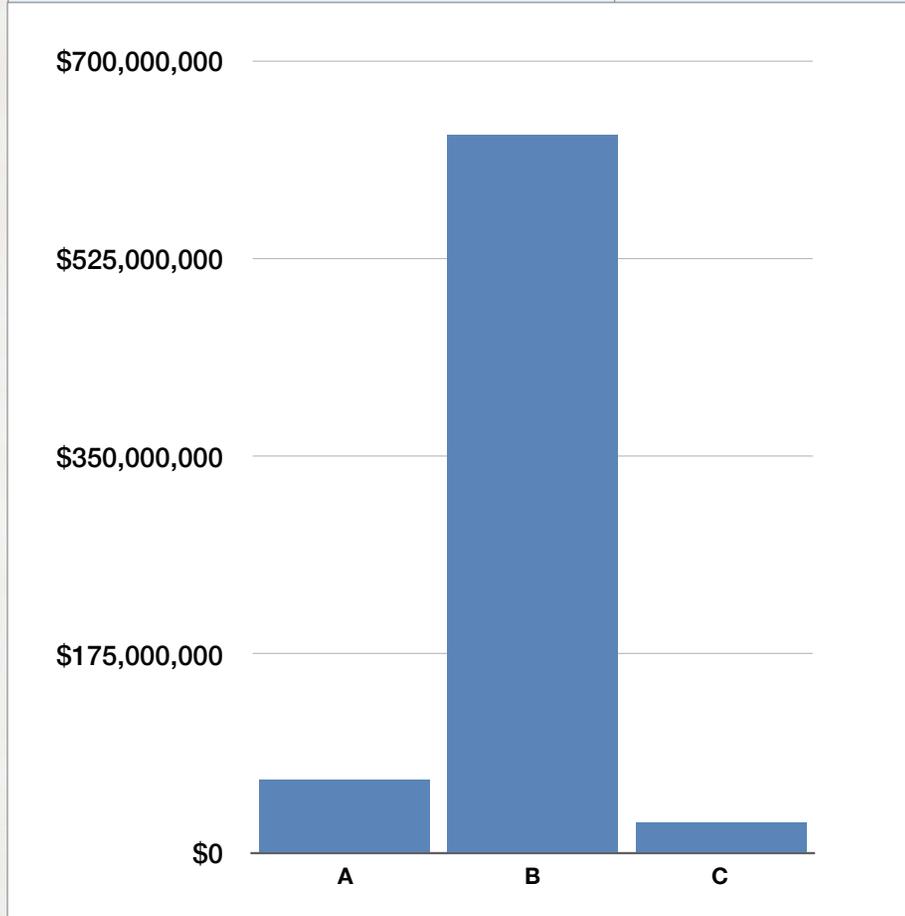


## UI Compensation for Ex-servicemembers (UCX)

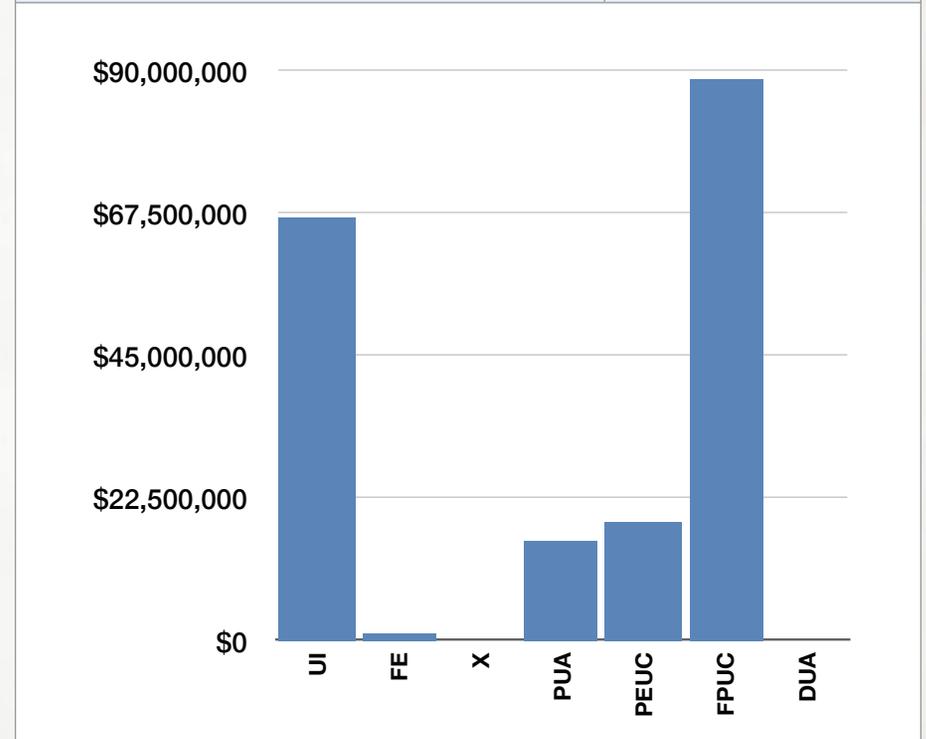


## Unemployment Insurance Activities

<b>EMPLOYERS PAYING UI TAX</b>	<b>62,516</b>
<b>A. UI Tax Collected</b>	<b>\$63,823,557.15</b>
<b>B. Trust Fund Balance at June 30, 2022</b>	<b>\$635,094,291.11</b>
<b>C. Transfer to WET Fund</b>	<b>\$26,351,037.03</b>



<b>REGULAR UI CLAIMS FILED</b>	<b>75,814</b>
Unemployment Insurance (UI)	\$67,043,952.65
Federal (FE)	\$1,028,739.53
Military (X)	\$154,247.82
Pandemic Unemployment Assistance (PUA)	\$15,404,505.00
Pandemic Emergency Unemployment Compensation (PEUC)	\$19,038,150.00
Federal Pandemic Unemployment Compensation (FPUC)	\$88,926,196.96
Disaster Unemployment Assistance (DUA)	\$35,963.00





Here is a brief outline of some of the changes that the MDES **Office of Technology Support and Innovation (OTSI)** has implemented to facilitate the dramatic increase in our **Microsoft Secure Score**.

## TECHNOLOGY SUPPORT & INNOVATION

### Security Enhancements

MDES has nearly 500 employees working at over 40 locations throughout the state. The process of managing IT services for the agency is complex, especially when it comes to security.

Microsoft Secure Score is a measurement of an organization's security posture, with a higher number indicating that an organization has taken more improvement actions and protected from outside threats.

When we took an inventory of our security protocols, our Microsoft Secure Score was 27, indicating that the MDES network was highly vulnerable. Throughout the last 12 months, we have taken several actions to improve our security protocols, resulting in a Microsoft Secure Score of 67. We are continuing to implement strategies that will increase our score to 80+, which would put us amongst the most secure organizations in the world.

We are always looking at ways to provide outstanding customer service without adding additional risk to the agency. OTSI must continue to evaluate the risk of having everything at the touch of button versus the risk of being able to provide this information from any device. We are continuing to look at additional actions that can improve the overall security of our system. We may need to purchase additional licenses for new products to help implement these protocols.

✓ Added **Report Phishing button to Outlook365** to make it easier for users to report suspicious emails to the OTSI helpdesk.

✓ Enabled **Multifactor Authentication** for Microsoft Applications.

✓ Enabled **BitLocker** on laptops.

✓ Installed **Replication Hosts** in remote offices with limited bandwidth to facilitate Microsoft Updates through **Kace improving patch / update compliance**.

✓ Pushed out **Password Management application** to all end users and enforced GPO to disallow storing of passwords in browsers.

✓ Created mandatory monthly end **user security awareness training** in agency's Learning Management System which maintains a training record for each MDES employee and contractor.

✓ **Increased password complexity** requirement in domain policy.

## DURING 2022, THE TRAINING DEPARTMENT:



Documented and **updated a multitude of training processes** for the Office of Reemployment Assistance (ORA) in our Learning Management System (LMS);



Launched monthly **security awareness training**;



Began a three-year partnership with the Mississippi Department of Mental Health (MDMH) to provide **mental health training and certification** to our staff;



**Graduated a class of new leaders** in June; and



Delivered **monthly Lunch and Learn** sessions.

# TRAINING AND STRATEGIC PROJECTS FY 2022 Activities

**The Mississippi Department of Employment Security (MDES) Training and Strategic Projects Department continued to expand its training opportunities to staff in 2022.**



The MDES training staff worked closely with subject matter experts from ORA to document processes and procedures within the following departments: the Contact Center, Benefits, and Benefit Payment Control/Integrity. These departments worked to document processes in the MDES LMS. We have created 18 courses for ORA, which includes 135 lessons and over 500 activities.

The training staff also worked with the OTSI department to launch security awareness training for all staff who access our online systems. These lessons help MDES stay in compliance with the IRS and SSA regulations.

MDES signed a three-year Memorandum of Understanding with the MDMH to train and certify up to 240 MDES employees in Mental Health First Aid through the National Council for Mental Wellbeing. By the end of 2022, we will have trained and certified 87 supervisors, managers, directors, and leaders as Mental Health First Aiders.

Our combined Leadership Development program graduated 41 participants in June 2022. Eight teams were created among the participants to develop project presentations for the Executive Team.

The monthly Lunch & Learn series continues to be one of our most popular offerings. Topics have been as diverse as Interviewing 101, Stress Management, and understanding the new PolyCom phone, and explaining the MHFA to other MDES front-line employees who may be interested in becoming MHFA trained and certified.

During the next year we plan to continue our Lunch and Learn series, working with ORA continuing to document their processes into our LMS, update and re-launch our New Manager training, expand our ad hoc offerings, continue our MDMH training, and any other training needs necessary. The Training and Strategic Projects Department looks forward to continuing to exceed the learning needs of MDES.

# LABOR MARKET INFORMATION

## Performance Information

The purpose of LMI and its publications is to aid our customers in identifying the workforce information available and to direct them to the data source that most appropriately meets their needs. A list of LMI Publications follows:



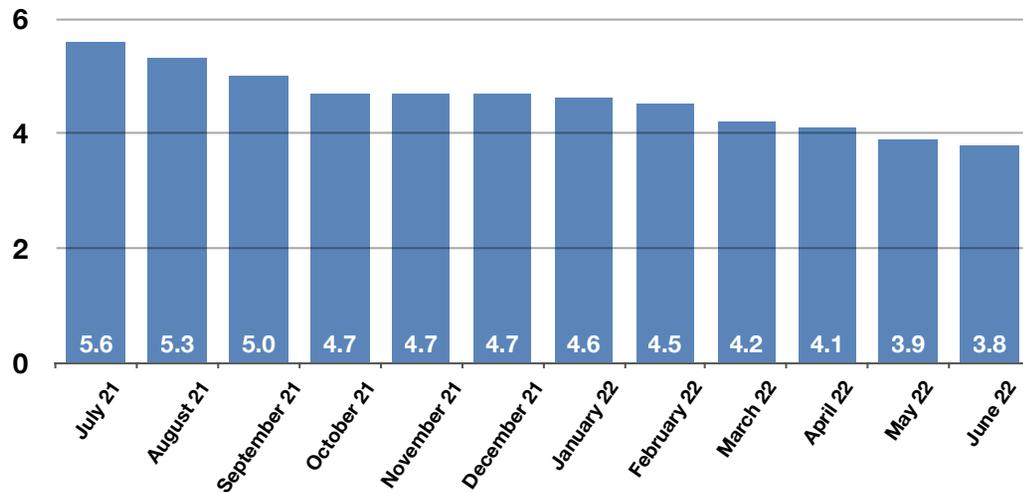
**Current Employment Statistics** provides monthly estimates of employment, hours, and earnings by industry for the state. Estimates were published each month in “*State & Metro Trends*.”

**Estimates disseminated each year ..... 48**

**AVAILABLE ONLINE AT**

<https://www.mdes.ms.gov/information-center/labor-market-information/labor-market-publications/state-and-metro-trends/>

**Mississippi Unemployment Rate**  
July 2020 to June 2021 (Seasonally Adjusted)



Labor Market Information (LMI) at Mississippi Department of Employment Security (MDES) is the department that reports information on the number of people employed or unemployed, unemployment rates, average wages, population, income, occupational projections, and other economic variables for Mississippi. The LMI Department, through federal grants with the Bureau of Labor Statistics and the Employment and Training Administration, operates statistical programs to capture and report economic information.

**INFORMATION REQUESTS**

(Includes documents downloaded from the website)..... **22,945**

Descriptions of statistical programs operated by the LMI Department and the monthly state and local area employment and unemployment data can be found online at [www.mdes.ms.gov/lmi](http://www.mdes.ms.gov/lmi)

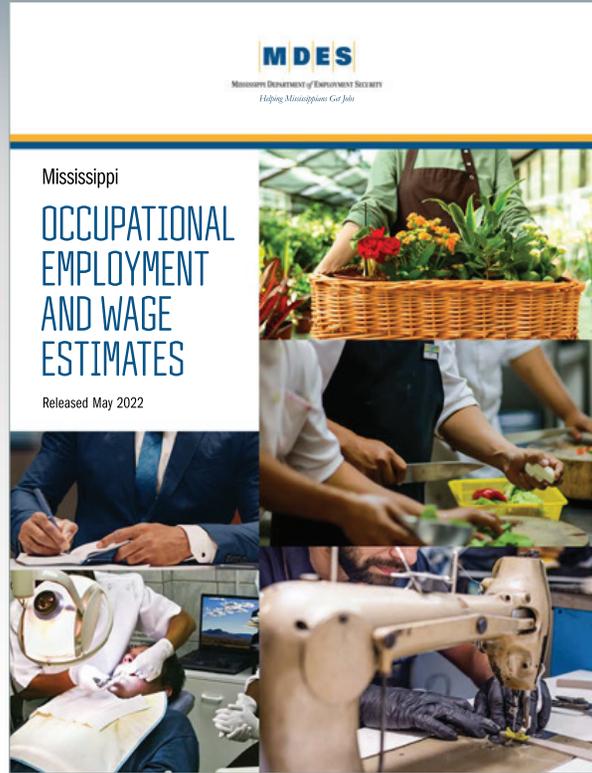


**Local Area Unemployment Statistics** provides monthly estimates of civilian labor force, employed people, unemployed people, and unemployment rates for the state, counties, metropolitan statistical areas, and select cities.

**Documents generated per year.....4,273**

**AVAILABLE ONLINE AT**

<https://www.mdes.ms.gov/information-center/labor-market-information/labor-market-publications/labor-market-data/>

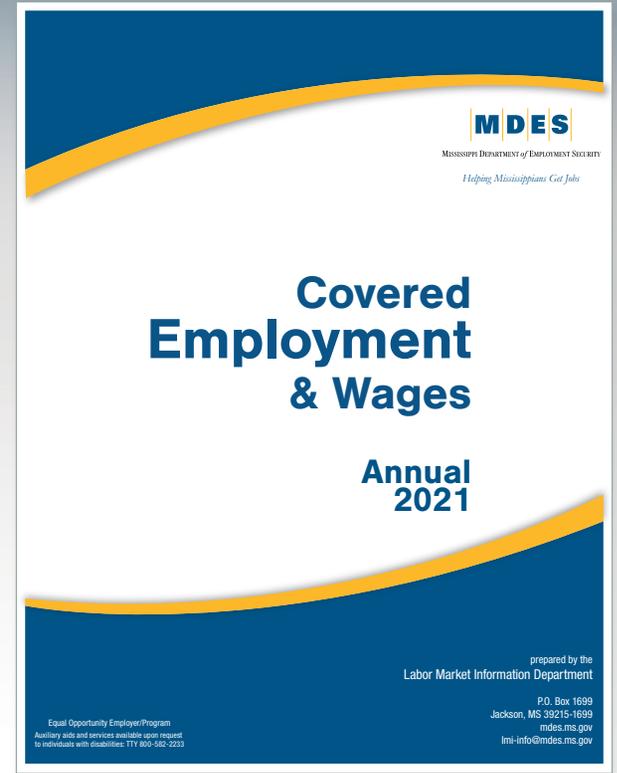


**Occupational Employment and Wage Statistics** provides occupational employment and wage estimates for wage and salary workers annually for the state and metropolitan statistical areas. The annual estimates were published in “*Occupational Employment and Wage Estimates.*”

**Employers surveyed per year ..... 4,129**

**AVAILABLE ONLINE AT**

<https://www.mdes.ms.gov/information-center/labor-market-information/occupational-employment-and-wages/>



**Quarterly Census of Employment and Wages** provides data of employment and wages by industry for the state and counties. The Enhanced Quarterly Unemployment Insurance file was submitted each quarter before the deadline. Estimates of annual average employment and annual average wages by industry for the state and counties were published in “*Covered Employment and Wages.*”

**Average units edited each quarter..... 76,322**

**AVAILABLE ONLINE AT**

<https://www.mdes.ms.gov/information-center/labor-market-information/labor-market-publications/covered-employment-and-wages/>

**NEWS RELEASE**  
BUREAU OF LABOR STATISTICS  
U.S. DEPARTMENT OF LABOR

**BLS**

For release 10:00 a.m. (ET) Friday, December 16, 2022  
 Technical information: (202) 691-4317 • [ristaff@bls.gov](mailto:ristaff@bls.gov) • [www.bls.gov/iif](http://www.bls.gov/iif)  
 Media contact: (202) 691-5902 • [PressOffice@bls.gov](mailto:PressOffice@bls.gov) USDL-22-2309

**NATIONAL CENSUS OF FATAL OCCUPATIONAL INJURIES IN 2021**

There were 5,190 fatal work injuries recorded in the United States in 2021, an 8.9-percent increase from 4,764 in 2020, the U.S. Bureau of Labor Statistics reported today. (See chart 1 and table 1.) The fatal work injury rate was 3.6 fatalities per 100,000 full-time equivalent (FTE) workers, up from 3.4 per 100,000 FTE in 2020 and up from the 2019 pre-pandemic rate of 3.5. (See chart 2.) These data are from the Census of Fatal Occupational Injuries (CFOI).

**Chart 1. Number of fatal work injuries, 2011-21**

Year	Number of fatal work injuries
2011	4,500
2012	4,500
2013	4,500
2014	4,500
2015	4,500
2016	4,500
2017	4,500
2018	4,500
2019	4,500
2020	4,764
2021	5,190

**Chart 2. Fatal work injury rate, 2011-21**

Year	Fatal work injury rate per 100,000 FTE workers
2011	3.2
2012	3.2
2013	3.2
2014	3.2
2015	3.2
2016	3.2
2017	3.2
2018	3.2
2019	3.5
2020	3.4
2021	3.6

**Key findings from the 2021 Census of Fatal Occupational Injuries**

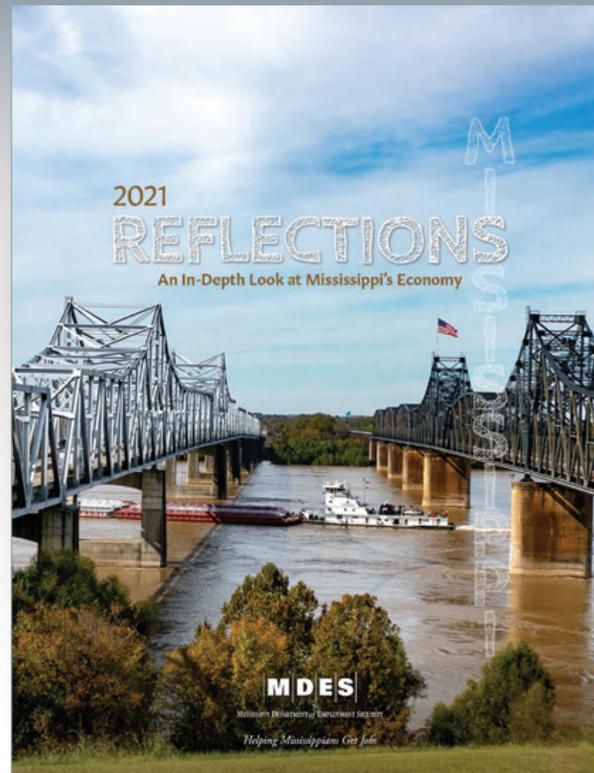
- The 3.6 fatal occupational injury rate in 2021 represents the highest annual rate since 2016.
- A worker died every 101 minutes from a work-related injury in 2021.
- The share of Black or African American workers fatally injured on the job reached an all time high in 2021, increasing from 11.4 percent of total fatalities in 2020 to 12.6 percent of total fatalities in 2021. Deaths for this group climbed to 653 in 2021 from 541 in 2020, a 20.7-percent increase. The fatality rate for this group increased from 3.5 in 2020 to 4.0 per 100,000 FTE workers in 2021.
- Suicides continued to trend down, decreasing to 236 in 2021 from 259 in 2020, an 8.9-percent decrease.
- Workers in transportation and material moving occupations experienced a series high of 1,523 fatal work injuries in 2021 and represent the occupational group with the highest number of fatalities. This is an increase of 18.8 percent from 2020.
- Transportation incidents remained the most frequent type of fatal event in 2021 with 1,982 fatal injuries, an increase of 11.5 percent from 2020. This major category accounted for 38.2 percent of all work-related fatalities for 2021.

**Census of Fatal Occupational Injuries** provides a count of all fatal work injuries for the state.

Data was gathered to identify, verify, and describe fatal work injuries in the state. Counts of fatal work injuries were produced by gender, age, race, occupation, and industry.

**AVAILABLE ONLINE AT**

<https://www.bls.gov/iif/state-data/fatal-occupational-injuries-in-mississippi-2021.htm>



The **Annual Economic Analysis report** was published in “Reflections.”

The report provided data for the state, counties, metropolitan statistical areas, and workforce development areas on population, labor force, employment by industry, per capita income, and sales tax revenues. An Index of Economic Stability was generated by area.

**AVAILABLE ONLINE AT**

<https://www.mdes.ms.gov/information-center/labor-market-information/labor-market-publications/reflections/>



**Industry and Occupational Projections** forecast employment by industry or occupation. Short-term projections for the period 2021 to 2023 were produced for the state. Long-term industry and occupational projections for the period 2020 to 2030 were created for the state.

**GET INDUSTRY PROJECTIONS ONLINE:**

<https://www.mdes.ms.gov/information-center/labor-market-information/labor-market-publications/industry-projections/>

**GET OCCUPATIONAL PROJECTIONS ONLINE:**

<https://www.mdes.ms.gov/information-center/labor-market-information/labor-market-publications/occupational-projections/>



MISSISSIPPI DEPARTMENT *of* EMPLOYMENT SECURITY

*Helping Mississippians Get Jobs*

601-493-9427 | [mdes.ms.gov](http://mdes.ms.gov)

An equal opportunity employer and program, MDES has auxiliary aids and services available upon request to those with disabilities.

Those needing TTY assistance may call 800-582-2233.

Funded by the U.S. Department of Labor through the Mississippi Department of Employment Security.